



COVERED
CALIFORNIA

Sales Division Webinar #2

October 22, 2014



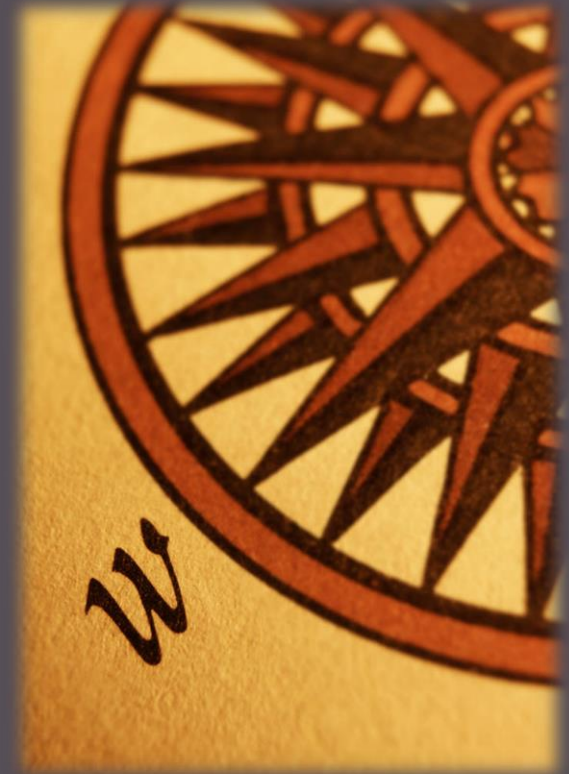
Today's Webinar Guide

- Please note that this webinar will be broadcast using **VOIP (your computer's audio system) only.**
- Please check the settings on your computer to ensure best listening quality and capabilities.
- The recording is made available online and you won't need VOIP to listen to past webinars.
- Webinar Slides and Audio playback: Following today's webinar session and corresponding slides will be available online.
- Technical support will be available during the webinar. Submit your technical questions via the chat feature.
- Group Discussion and Q & A: At the end of the presentation, we will have a group discussion and take time for questions and answers. Please submit your questions via the chat feature.



Agenda

- Quarter 4 Preparations
- 2015 Renewals
- Collateral Materials
- Voter Registration
- Training Update
- Online Enrollment Update
- Qs & As from the Last Webinar



Quarter 4 Preparations





Support from Covered California

Service Centers – Enhanced Service

- Doubling Service Center Representatives (SCRs) to 1,300
- Covered California Service Centers expanded service to Agents
- Increasing Pinnacle/Agent call center from 40 to 150 SCRs
- More SCRs who speak Spanish, Chinese and other languages
- Expanded service center hours

8 a.m. to 8 p.m. Monday through Friday and from 8 a.m. to 6 p.m. Saturday.

In addition, the Service Center will be open on many Sundays during open enrollment, including every Sunday from Nov. 16 through Dec. 15.

Covered California Online Application

- Increased capacity 3 times to handle peak traffic



Support from Covered California

Covered California Online Application System

- Increased to triple capacity to handle peak traffic



Regular Communications

Certified Insurance Agents please ensure:

- Check email updates from agents@covered.ca.gov
- Attend/view our Sales Division bi-weekly webinars.
Recording and slide deck posted online at:
hbex.coveredca.com/agents/

Community Partners please ensure:

- Check email updates
- Attend/view our Sales Division bi-weekly webinars.
Recording and slide deck posted online at:
ipas.ccgrantsandassisters.org/

2015 Renewals





Renewal Packet

Emailed to all partners on 10/16/14

- Renewal Talking Points
- Renewal FAQ's Frequently Asked Questions
- Sample Consumer Notices in English and Spanish
 - (NOD 12a)
 - (NOD 12b)
 - (NOD 12c)
- Covered California Online Application Job Aid
- Help Desk Tip Guide





Renewal Information on CoveredCA.com

Changes to the homepage

- Enhanced consumer notices section
- Renewal FAQ section

Renewal landing page

Renewal FAQs

Marketing Collateral





Collateral Materials

- **Covered California Print Store**
 - <https://360.kpcorp.com/coveredca/Login.aspx>
 - Managed by KP Fulfillment House
 - Requires username and password
- **Outreach and Event Materials:**
 - Brochures, Flyers, Posters, Tablecloths, Canopies, etc.
- **Available in multiple languages**
 - English, Spanish, Chinese, Korean, and Vietnamese
- **Payments**
 - Allocated quarterly budget from Covered California
 - **NEW!** Credit Card payment is NOW available





SHOP Works: Postcard Choices

Agents:

These new customizable postcards let you deliver messages about your services and products along with all of your agency and contact information.



SW02



SW03



SW04



SW08



SW05



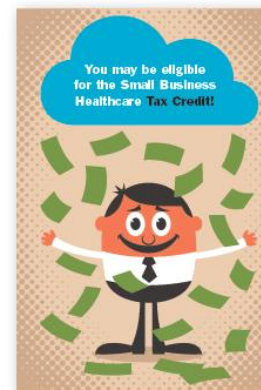
SW06



Seminar invitation cards – SW08 and SW09 also give you space to include up to 4 seminar dates and locations!



SW09



SW07

SW07 also available in Chinese, Korean, Spanish, Tagalog and Vietnamese.

To Order: Call (844) 332-8384 or
Email SHOPWORKS@Covered.CA.gov

Mandatory **Voter** **Registration** **Assistance**





Changes to CIA and CEC Roles: Mandatory Voter Registration Assistance

- CIAs/CECs are required to assist **consumers** with voter registration when providing **in-person assistance**.
- The Covered California application, both online and paper, contains a new voter registration preferences section to be completed by the CIA/CEC while providing in-person assistance.
- CIAs/CECs are also required to follow a mandatory voter registration protocol when providing **phone assistance** to ensure consumer is mailed a voter registration card.



Online Voter Registration – In-Person Assistance Overview

Step 1: The CIA/CEC will ask the consumer if he/she wants to register to vote.

Step 2: If consumer chooses “Yes,” open the California Online Voter Registration website, the California Secretary of State’s Online Voter Registration page will open in a new tab at:
<http://registertovote.ca.gov/?t=n&id=4/>

A screenshot of the California Online Voter Registration application form. The form is titled 'VOTER REGISTRATION' and includes a progress bar at the top with steps: LEARN, PREVIEW PLANS, APPLY (highlighted), and MAINTAIN. The 'APPLY' step is further divided into: START, HOUSEHOLD, PERSONAL DATA, INCOME, ELIGIBILITY, and ENROLLMENT. The 'ELIGIBILITY' step is currently active. The form includes a sidebar with 'Application Review' and 'Application Signature' sections. The main content area contains the following text: 'Covered California is a voter registration agency and is providing you the opportunity to register to vote. To register to vote, you must be a U.S. citizen and at least 18 years old by the next election. If you are not registered to vote where you live now, would you like to apply to register to vote today?' followed by three radio button options: 'Yes, open the California Online Voter Registration website', 'Yes, please mail me a voter registration card', and 'No'. Below these options is a note: 'NOTE: IF YOU DO NOT CHECK A BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME AND A VOTER REGISTRATION CARD WILL BE MAILED TO YOU.' Underneath the note is a section titled 'Important Notices' with three numbered items. At the bottom of the form are three buttons: 'Back', 'Save & Exit', and 'Continue' (highlighted with a red border).

Note: The consumer may also choose not to register to vote, ask for a voter registration card be mailed to them, or decline to answer.




Online Voter Registration – California Online Voter Registration (COVR) Page

California Secretary of State's Online Voter Registration Website

Online voter registration is available in 10 languages. Allow consumers to select the language of their choice. Remember, a consumer has the right to register in private.

Consumers must register to vote before they can vote, and must re-register to vote if they have moved or changed their name.

[Skip to Main Content](#) | [Skip to Footer](#)



California Secretary of State Debra Bowen

Website Help

California Online Voter Registration

Welcome to the California Online Voter Registration website.

Language Preference

If you wish to continue in a language other than English, please select your language below.

Español Spanish	한국어 Korean
中文 Chinese	Tagalog
हिन्दी Hindi	ภาษาไทย Thai
日本語 Japanese	Tiếng Việt Vietnamese
ខ្មែរ Khmer	

Safe at Home Participants

Please do **NOT** use this form to register or re-register to vote if you are enrolled in a confidential address program such as [Safe at Home](#). If sharing your address could put you in life-threatening danger, you may be eligible to register to vote confidentially.

For more information, contact the Safe at Home program at (877) 322-5227 or visit www.sos.ca.gov/safeathome/.

Registration Deadline

The deadline to register or re-register to vote for any election is 11:59:59 p.m. Pacific Time on the 15th calendar day before that election. If you submit an application after this time, your application will still be processed for future elections.



Voter Registration Assistance – Additional Resources

Mandatory Training

- **CEC:** Training on voter registration **now available** in all certification and recertification training materials.
- **CIA:** Mandatory webinar based training on voter registration will be **coming soon**.

CIA/CEC Task Guides

If a consumer has a question you can't answer, consult your task guide for additional FAQs here: ipas.ccgrantsandassisters.org/

California Secretary of State

You may also call the Secretary of State's office at (800) 345-VOTE (8683) for additional help that is not covered in the task guide.

Enrollment Assistance Certification Training Update





Recertification Training

- Required for CECs and PBEs only –
- CBT Modules – 11 Lessons, approximately 3 hours, and with an exam
- It's happening now until November 30th.
- Learning Management System (LMS)





Certification Training

- Required for individuals who want to be certify as a(n):
 - Certified Enrollment Counselor
 - Certified Insurance Agent
 - Certified Plan-Based Enroller
- CBT Modules – 6 courses, approximately 10 hours, and with an exam
- Learning Management System (LMS)



Certification Training Release Dates

- **Certified Insurance Agents:** Available on October 24th in LMS.
- **Certified Enrollment Counselors & Plan-Based Enrollers:** Available on October 31st in LMS

Sales Division Communications





Critical Communications

Check your email inbox daily!

- To stay updated with current online application issues, resolutions, work around, tips, etc.
- To know when the online application system will have outages for system updates.
- To receive our customize informational packet: talking points, FAQs, sample notices, job aids, task guides, etc.



Covered California Online Application Supported Browsers

The Covered California Online Application is supported on these browsers for all devices:

- Microsoft Internet Explorer (version 8 or higher)
- Mozilla Firefox (version 22 or higher)
- Apple Safari (version 5 or higher)
- Google Chrome (version 29 or higher)



Covered California Online Application Alternate Procedure

ISSUE: PIN (electronic signature) Number Changes

PROBLEM:

- After a consumer changed their PIN number and tried to report a change using the NEW PIN, the system displayed an error message saying, “The PIN you entered does not match the one for your account.” When they clicked on the Enroll button on the Provide eSignature page, the system still only accepted the old PIN

SOLUTION:

- For the system to accept the NEW PIN, the user will need to log out after changing their pin and log back into their online application.



Covered California Online Application

Known Issues

ISSUE: 2015 Health Plan Enrollment

Problem:

- A “000 error” is being received intermittently when trying to complete the 2015 health plan enrollment. It is believed that this problem is due to data sources not ending connections correctly and once all the connections are used up the error occurs.

FIX IN PROGRESS:

- To mitigate the problem the database servers are being rebooted every few hours to clear the connections. The root cause is being triaged and a fix is expected to be identified, coded, tested and will be deployed as soon as possible.



Important Dates

RENEWAL

Consumers who purchased health coverage for 2014 have begun receiving renewal notices urging them to visit CoveredCA.com to renew their coverage for 2015. When they have completed the process, they will receive a bill from their insurance plans in December. Consumers who take no action by Dec. 15, 2014 will be renewed into their existing plan and receive a bill with their new premium and tax credit lowering their monthly payment. (Those receiving Medi-Cal should not renew on CoveredCA.com, but should wait to hear from Medi-Cal about next steps).



Renewal notices start going out to encourage consumers to renew their coverage on CoveredCA.com and update their information.



Last day to change your plan selection to avoid any gap in coverage.



Premium must be received by your plan by **Dec. 26** to avoid any gap in coverage.



Important Dates

OPEN ENROLLMENT

Open enrollment is the next opportunity for all Californians to benefit from new insurance rules, including the requirement that insurance be offered regardless of health status. This is the window of time when Californians can buy subsidized coverage starting in 2015.



Open enrollment begins.



Last day to enroll for coverage starting **Jan. 1**. First premium must be received by your plan by **Dec. 26** for coverage to begin **Jan. 1**.



Last day to enroll for coverage starting **Feb. 1**. First premium must be received by your plan by **Jan. 27** for coverage to begin **Feb. 1**.



The last day to enroll for coverage starting **March 1** and the final day of open enrollment for 2015 coverage. First premium must be received by your plan by **Feb. 24** for coverage to begin **March 1**.



Help and Support

Should you need any additional support please contact:



- **Certified Insurance Agents (CIAs)**
 - Agent Service Center at 1-877-453-9198
 - Agent Email Agents@covered.ca.gov
- **Certified Enrollment Entities/Certified Enrollment Counselors (CEEs/CECs) & Plan-Based Enrollers (PBEs)**
 - Help Desk 1-855-324-3147
- **Certified Educators**
 - Contact your field monitors
- **Community Outreach Network Partners**
 - CommunityOutreachNetwork@covered.ca.gov



Health Plan Rates Resources

- **2015 Health Plan Rates Booklet**

- <https://www.coveredca.com/PDFs/CC-health-plans-booklet-2015.pdf>
- Rating Region Map – Page 14 of the Plan Rates Booklet

- **2015 Dental Plans Booklet**

- <https://www.coveredca.com/PDFs/plans/CC-family-dental-plans-2015.pdf>

Q & A's from 10/8/14 Webinar





Question 1

Q: What is the hotline for questions regarding immigration documentation?

A: 1 (800) 909-6822



Question # 2

Q: Which of the 2015 Covered California Health Plans accept the consumer's first premium payment online after enrolling?

A: Western Health Advantage and Chinese Community Health Plan currently accept online payments through the online application.



Question # 3

Q: Where in the Covered California online application can consumers update their consent for Covered California to electronically verify their household income?

ACTIONS

[Update Consent for Verification](#)

[Withdraw Application](#)

[Report a Change](#)

[Continue Change Report](#)

[Withdraw Change Report](#)

[Select Health / Dental Plan](#)

[Terminate Participation](#)

RESOURCES

[Manage Delegates](#)

[Download PDF Application](#)

[Get Adobe PDF Reader](#)

MORE OPTIONS

[Authorized Representative](#)

A: For renewals, consumers can update their consent to verify income on the online application homepage in the bottom right corner by clicking “Update Consent for Verification.”

Note, the steps are in your renewal talking points.



Question # 4

Q: If a consumer decides to change their health plan coverage after December 15, 2014, can they terminate and re-enroll?

A: They should not terminate their current health coverage plan. They can still make changes to their health coverage plan after the renewal period within the during open enrollment which ends on February 15, 2015.



Question # 5

Q: Which enrollment partners are required to be recertify by Covered California for 2015?

A: Only Certified Enrollment Counselors and Plan-Based Enrollers are required to be recertify by Covered California for 2015.

Certified Insurance Agents do not need to be recertify for 2015.



End of Webinar - Questions?



Thank you!

www.CoveredCA.com



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